

Tucson Citizen Police Advisory Review Board

Community Satisfaction Survey Summary

June 2004 – January 2005

The person who fills out this survey should be **the person who filed the complaint against the Tucson Police Department**. If you have filed more than one complaint against the Tucson Police Department, please answer about the last complaint you filed. For each question, check **one** box that best fits your opinion.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't know/Not applicable
1) How satisfied were you with:						
• How well the investigator listened to your description of what happened?	10	4	1	2	9	0
• How fair and thorough the questions were?	7	4	5	1	9	0
2) How satisfied were you with the explanations you got on:						
• How the complaint process works?	6	8	1	2	9	0
• The length of time the process takes?	8	7	2	1	9	0
3) How satisfied were you with the information you got:						
• About what was happening with your complaint?	4	5	3	4	10	1
• In the letters you received?	2	3	1	4	9	5
• About how police are instructed to act during incidents like yours?	2	4	1	3	14	2
4) How satisfied were you that your complaint was handled:						
• Thoroughly?	4	3	1	4	14	0
• Quickly?	6	8	1	1	9	0
5) OVERALL, how satisfied are you:						
• With the police complaint process in general?	5	4	1	3	14	1

6) Complaint Number (voluntary):

04-0257

04-0512

04-0810

0305100079

7) Briefly, what were the *strengths* of the complaint process—what worked well?

- Internal affairs officer did listen – offer other choices in filing complaint
- The pictures taken, the police officers lying and contradicting each other (known to the sergeants). Witnesses to the fact during and after. Breaking and entering was definitely evident!
- The internal investigator came immediately after sergeant called for him. Hopefully this process in TPD will be continuing as fairly and quickly in other situations.
- Quick response and assessment of situation.
- IA personnel are extremely well-mannered and listen to your complaint. Furthermore, their professional ethics are apparent and of high standard.
- Contact length of time, informational investigators
- The length it took Det Faust to return my call after she received some information.
- In June 10th, I lost my job thanks to an overzealous, rude, mean officer. I was an innocent victim of my crazy daughter's erratic behavior. There was no investigation, just accusations.
- Nothing. This was the worst experience of my life. My faith in the system is completely gone. I am very angry!
- The person I talked with explained promptly and politely why my complaint was groundless, given present TPD department policy.
- I was very happy that someone came to see me right away. Excellent.
- Prompt response.
- When police took the hand cuffs off my grandson and left my home.
- The complaint was seen through the entire higher chain of command.
- NONE
- It took too long and during the entire process we were not kept informed we really did not experience strengths.
- When I was able to talk to the detective about what was going on with my belongings. Everything got handled quickly, thank you very much for all your help.
- He was very nice and seemed understanding
- I was very impressed that an officer made a trip to my residence to inform me of the outcome and closing of my complaint.
- They listened but did nothing. I was attacked by a TPD officer. I was hit by a gun and choked. I was falsely prosecuted, so that no charges could be filed.
- Quick response, follow up, complaint was taken seriously.
- And effective. Investigator was professional and helpful. Thank you.
- Letter was mailed quickly.
- NONE
- No strengths at all! I was told by person taking information that I should not file a complaint and that there was no way for me to win.
- The investigator was very nice. However he said if the mediation was unsuccessful the investigation would or could continue. Obviously this did not happen. As far as I am concerned this is not over.

8) Briefly, what were the *weaknesses* of the complaint process—what can be improved?

- Was not taken seriously – no officer had to answer for his actions
- No evidence of what was taken or proof the police took items
- No improvements with internal affairs – but with the officer involved—he needed to be trained more in depth—psychology training also. May be a longer time to be with seasoned officers.
- Selective prosecution; i.e., the officers could have built a strong case for misdemeanor assault, but chose not to. Where's my justice?
- You have to submit proof that is more than concrete and internal affairs won't assist in gathering the info. I was told the time is not available. It should... (the rest is cut off on copy)
- Result and outcome
- The response to my concern responding an officer responded to my 911 call in a timely manner. They didn't arrive until the following day. I had to call them several times to respond.
- This was my 1st encounter (per telefon) with the police. I hope, never to see another one. 71 years old. Victimized by police.
- I am a good law abiding citizen. Never in my life had I ever expected to spend the night in jail. I did nothing wrong. The police department should have apologized. Shame on you! I am sure this survey will end up in the same place as.....(rest of comment cut off on copy)
- There seems to be no process to review TPD policy to see if it achieving its purpose which should be to protect the public. See attached note.
- That I can only complain of what happened to me. I cannot complain of the incident overall.
- More communication during deliberation process.
- Didn't read my grandson his rights while escorting him to the police car out of my home while 3 cops were in my house. Better cops, caring and productive individuals who are not prejudice who except each the same, who doesn't break n' enter homes with force. Don't discriminate when I say, racial profiling.
- The complaint was treated as one more task to be filed away. The process is pedantic for the complainant and processor, probably a misuse of time, energy, and money.
- No one explained anything to me after I filed the complaint. I did not hear from anyone.
- Better communication and better explanation of how the decision was determined.
- When someone loses something, have the person or persons look very carefully in and out and behind other things, corners, etc.
- That the person that made the complaint can look up my information in a computer and give it to someone and not have something done about it.
- My first attempt to make a complaint was to call Sgt Bathe, Officer Wallen's supervisor. I left her messages for three days and she never returned my calls. SO then I called internal affairs and was pleased with their service.
- I think that citizen complaints should be taken seriously. No one lies about police brutality. My civil rights were violated and nothing was done. It's hard to believe but police (TPD) lie under oath.
- None.
- Cover up of police crimes. I can move out of Tucson to avoid being subjected to any further harassment, intimidation, aggravated assaults, threats, defamation of character, discrimination and torture by police in the past 10 years called "Public assists welfare checks." Crimes I report they don't consider. False reports about my family they publicize.
- None
- Cannot answer this part. I cancelled my complaint.
- Officers which are friends cannot investigate each other. We should know what the outcome of the investigation especially what type of punishment they receive--if any!
- Person taking complaint never followed up on complaint. and never corresponded with me. Person told me I cannot win, I should not file a complaint and other words. (comments next to boxes: [complaint] was ignored; got none [letters], [investigator] tried to refuse filling out a report, never done [information on how officers are instructed to act].
- I attempted to resolve this thru the mediation process. Had I known that the mediators worked for TPD I would not have agreed to this. It was very one sided and only lasted about 5 minutes before I walked out. It was unsuccessful, and it was my understanding that the investigation would continue under these circumstances. I was born and raised in this town and for many years the police were trusted and respected. The public that I know to include some TPD officers don't trust or respect TPD.